

Frequently asked questions



Which tracking devices & apps are supported by MyLife?

Our full list of supported tracking devices and apps is available at:

<https://mylife.irishlife.ie/supported-devices-and-apps>

I don't have a wearable device, how do I track steps?

- **Android** If your phone has a pedometer*, go to:
MyLife Settings > Help & Content > Activate Automatic Step Counter
Your phone will now track steps while in your pocket and relay these to MyLife.
- **iOS** Connect Apple Health to MyLife. Ensure your Apple privacy settings allow steps to be sent across. On your iPhone go to **Settings > Health > Data & Access Devices > Irish Life > Turn All Categories On**. Your iPhone will track steps while in your pocket and relay this to MyLife.

My device isn't supported

- Not all wearable devices can connect directly to MyLife. If you have one of these devices, you can connect them to MyLife via Apple Health for iPhone users & Google Fit* for Android users.

How do I ensure distance is tracked?

- Please be aware that not all trackers have an inbuilt GPS. For distance to be tracked by your respective tracking app, you may need to have your phone with you when out for a walk or run. Please check the specifications of your tracking device on their respective websites. If you are tracking an activity within the MyLife app, ensure the location settings are set to **Always On**.

Can I add steps manually?

- No, steps cannot be added manually to MyLife.

*Pedometers may not always be as accurate as wearables

*Google Fit recently made some changes to how their system reads & shares information with MyLife. This change means that not all information is being shared with MyLife, leading to differences between the two apps. We have raised this with Google & hope to have more information soon.

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My steps aren't updating immediately

- **We recommend that you do not disconnect your tracker as steps already captured will be lost. Only disconnect your tracker if advised to do so by MyLife Support.**
- Some external devices/apps transfer data to MyLife via their connection multiple times a day. Other external devices/apps only provide MyLife with one daily transfer of data via their connection. Because of this, at certain times throughout the day MyLife may appear to have fewer steps than your tracker/app.

Why is some of the data from my Tracker/App missing on MyLife?

- **We recommend that you do not disconnect your tracker as steps already captured will be lost. Only disconnect your tracker if advised to do so by MyLife Support.**
- We're reliant on the data your tracker/app sends across to us so if this information is not included, it cannot be displayed in our app.
- **Android** We commonly see two step trackers connected (usually a wearable device and the automatic step tracker). MyLife will not count duplicate steps. Duplicate information will be deleted and may cause a difference between your trackers and what is displayed on MyLife. To deactivate the auto step tracker, go to **Settings > Help & Content**. Only steps from the wearable device will show.

Safety

- Please ensure whilst participating in any MyLife Challenge that you are adhering to government guidelines. As the situation is rapidly changing please only rely on information from trusted sources such as the [HSE](#) or [PHA](#).

General

- To register for the MyLife you must be 18 years of age or older

Queries

- On your MyLife app go to **Settings > MyLife Support > FAQs or Tracking Devices/App**
- Contact Us at support@mylife.irishlife.ie

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